



Center for Teaching Excellence Hampton University Teaching Matters

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In This Issue

◆ The Hampton University Center for Information Technology (CIT): Resources and Services

Other Useful Links

◆ Interactive Software

◆ Putting Educational Innovation into Practice

In the Next Issue

◆ Pedagogical Issues and Classroom Teaching

Old Issues of “Teaching Matters”

◆ CTE webpage – Center Resources

The Hampton University Center for Information Technology (CIT): Resources and Services

Mr. Keith Perkins
Assistant Provost for Technology

The Hampton University Center for Information Technology (CIT) has a variety of resources and services available to aid faculty in their efforts to provide interactive, challenging courses to the Hampton University student. The intent of this article is to briefly describe some of those services and encourage faculty to contact the CIT for their current and future technology needs. In its unique role, CIT serves as the primary source of information technology services and support for students, faculty, staff, and researchers. Services and resources range from operating and maintaining the Hampton University network, which provides Internet connectivity to the entire campus, to protecting the integrity of the University's data and critical administrative systems.

Under the direction of the Assistant Provost for Technology, the CIT consists of six (6) primary directorates: Data Conversion Management Lab, Educational Technology, the HelpDesk, Media Productions, Network Services, and the Office of Web Services. Three of these (Educational Technology, the HelpDesk, and the Office of Web Services), make up the Academic Technology Mall (ATM).

There are a variety of resources available to faculty from the CIT. At the January 2011 Faculty Institute, the Provost held a general session that was enhanced by the use of an Audience Response System (a.k.a. “clickers”). The “clickers” are available at the CIT HelpDesk for faculty to sign-out and use in their classes. This type of technology is a great way to get students involved in the class, and to generate interest and discussion in real time.

Another resource we recently acquired is the software, Statistical Package for the Social Sciences (SPSS). We have received a campus license that allows us to load SPSS on University-owned computers. We cannot put the software on individual student computers; however, it can be placed on University laboratory computers.

We are also pleased to announce that we currently have a campus license from Atomic Learning. The primary purpose for the University's acquisition of this service is to serve as a resource for faculty and staff for training in Microsoft Office skills. Dr. Shawn Briggs, the CIT Educational Delivery Specialist, has an exhaustive list of other training modules available via Atomic Learning (e.g., Blackboard, Google Docs, Front Page, Skype, etc.).

Additionally, the CIT continues to offer Blackboard Learn 9.1 SP7 workshops monthly. We have also started a series of technology seminars conducted by various vendors and specialists. On February 28, 2012, representatives from Apple conducted a well-received session on using Apple technology (iPad, iTunes, iBooks, etc.) in the classroom. On March 13, 2012, representatives from McGraw-Hill conducted a lunchtime discussion on their technology and offerings to enhance classroom instruction. We will continue to invite vendors and host sessions focused on "best practices" and techniques for enhancing classroom instruction and student engagement using technology. We welcome faculty suggestions for vendors or technology innovations for which you would like to see us provide training sessions.

The CIT HelpDesk provides a number of services for faculty and staff. One of the most underused services offered is the provision of quotes for the purchase of technology. There are two main reasons why faculty should always obtain quotes through the CIT:

1--There are typically discounts that we are able to obtain because we are a University, and others that are available because of the volume of sales we have with certain vendors.

2—The requisition process requires that all technology purchases be approved by the CIT. In fact, the last step in the process before Purchasing places the order is that the requisition is sent to the CIT for approval. If you have a CIT quote, the process is simpler and faster. If you do not have a CIT quote, the CIT must seek a quote from external sources, which takes more time. In addition, if your quote is not accurate, (i.e., you did not include a warranty) then there is a price difference which may require you to resubmit all the paperwork again.

All grant proposals require CIT approval of the technology portion of the grant. Grant writing is one of the primary ways the University enhances and refreshes our technology status. The CIT checks to make sure that technology is included in the grant. If it is not, a reason indicating why technology is not included must be provided on the request to submit a grant form. Additionally, the CIT checks to make sure that an adequate amount of funds is indicated for the quantity and type of technology that the PI has requested. In general, PIs should allocate \$1,250 for a Desktop PC, \$2,100 for a Laptop, and \$1,100 for an LCD projector. PIs can also contact the HelpDesk if an exact quote is preferred. However, we recommend that the quoted amount is a little greater, in case prices increase before the funds are awarded and the PI is ready to purchase the equipment.

In summary, this article has provided a brief look at the resources available through the Center for Information Technology. Additional information is available through our six (6) directorates. Please call us (x6788), visit the CIT, or visit our website for additional information. Our goal is to enhance the faculty's ability to provide a challenging and engaging learning experience for

our students. We welcome your comments and suggestions for helping us to accomplish this goal.

CIT Information:

<http://cit.hamptonu.edu/>

CIT offices are located on the 5th floor of the William R. & Norma B. Harvey Library.

Help Desk Hours

Mon-Fri: 8:00 am - 5:00 pm

ATM Hours

Mon-Thurs: 8:30 am - 11:45 pm*

Fri: 8:30 am - 4:45 pm

Sat: 9:00 am - 4:45 pm

Sun: 3:00 pm - 11:45 pm*

*During the summer, the ATM closes at 8:45 pm.

Announcements

The Faculty Resource Network (FRN) is pleased to announce an upcoming three-day institute entitled “The Academy and the Community,” which will take place from June 20-22, 2012, in San Juan, Puerto Rico. This special institute is coming up quickly, so we would encourage you to invite your faculty members to apply. Interested faculty members, including Network Summer participants, are encouraged to apply at www.nyu.edu/frn/. Faculty participants will be housed at the University of Puerto Rico, Rio Piedras. Housing will be available beginning on Sunday, June 17, for those who would like to arrive a few days early. June 17 also is the day Network Summer participants must vacate NYU housing.

The application deadline is Monday, April 16, 2012. The Institute, which will be hosted by the Center for Puerto Rico, will consist of two seminars on issues around communication and collaboration between colleges and universities, and the communities that surround them. The seminars will focus on “Citizenship” and “Empowering Women,” both topics of great interest to FRN and to the Center of Puerto Rico, which has among its primary objectives strengthening ethical values and social responsibility, and advancing the role of women in society. “Citizenship” will be convened by Jorge Benitez (University of Puerto Rico, Rio Piedras) and “Empowering Women” will be convened by Beverly Guy-Sheftall (Spelman College) and Margarita Benitez (Women’s Knowledge International). Many of you may have had the chance to meet Margarita at our meeting in June 2011. Sila Fernandez, former president of Puerto Rico and the first female president of the island, is scheduled to address the group.

